Asset Management Update State of NC

IT Advisory Board Meeting

August 22, 2006

Information Technology Asset Management (ITAM)

- Definition—ITAM is the <u>active</u> management of technology assets from purchase to disposal.

- It includes three components:
  - Physical
  - Financial
  - Contractual

Recent History of ITAM in NC

- Y2K—In preparation for Y2K, NC bought a discovery tool and collected information on applications, hardware and software. Following the non-crisis, routine collection of this information ceased, and the tool was not maintained.

- SB222—Passed in 1999. It directed the SCIO to do an inventory of desktops and software. The first was done in 2003, but it was obsolete before it was printed.

Recent History—2

- Spring 2004, SCIO Bakolia formed a management committee to discuss how the state handled asset management.

- Conclusions and recommendations:

  - Current systems are not integrated and need improvement.

  - Change the way the state buys PC's and other commodity items.

  - Continue researching asset management tools

Consolidation and Security

- Both efforts increased the need to automate asset management. The Consolidation Pilot relied mostly on hand collection of information. It was do-able for small agencies, but would be too time consuming for larger departments.

- You can't secure what you don't know.

Current Status

- Working with the TPG, a series of vendor demonstrations were held in the spring of 2006.

- A team created a business driven RFP. It was released in July, and twelve vendors responded.

- Evaluations of the bid are currently underway. It is a multi-step process. The team expects to make a recommendation to management in late September.

Components of the Bid

- Asset management/discovery
- ITIL Compliance
- Patch Management
- Software Delivery and Imaging
- Integration with existing systems (service desk, NCAS, NCID, etc.)
- Recommended implementation approach

Next Steps

- Complete the evaluations
- Ask for cost proposals
- Negotiate best solution for the state
- Develop an implementation approach.
  - ITS and the five pilot agencies for consolidation will be the initial agencies to use the tool.
  - Further discussion is needed to develop the schedule for agency implementation and the specific approach (discovery, patch, software delivery, etc.)